



# Waukivory Pilot Project

Supplement to the Further Addendum to the Review of Environmental Factors  
Preferred Activity

Prepared for AGL Upstream Investments Pty Ltd  
July 2014



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## Waukivory Pilot Project

Final

Report RP04 | Prepared for AGL Upstream Investments Pty Ltd | 1 July 2014

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Prepared by **Rob Janssen** Approved by **Luke Stewart**

Position Associate Director Position Director

Signature *R. Janssen* Signature *Luke Stewart*

Date 01 July 2014 Date 01 July 2014

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### Document Control

Version	Date	Prepared by	Reviewed by
Final	1 July 2014	R. Janssen	L. Stewart

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T +61 (0)7 3839 1800 | F +61 (0)7 3839 1866

Suite 1 | Level 4 | 87 Wickham Terrace | Spring Hill | Queensland | 4000 | Australia

[emgamm.com](http://emgamm.com)

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# 1 Introduction

An activity application for the Waukivory Pilot Project (Waukivory Pilot) accompanied by a review of environmental factors (REF) was submitted to the Department of Trade and Investment, Regional Infrastructure and Services – Office of Coal Seam Gas (OCSG) on 30 September 2013 under Part 5 of the *Environmental Planning and Assessment Act 1979* (NSW) (EP&A Act) by AGL Upstream Investments Pty Ltd (AGL).

The REF was prepared in accordance with *ESG2: Environmental Impact Assessment Guidelines* (Mineral Resources Environmental Sustainability Unit, 2012) (the ESG2 guidelines) and its draft supplement for petroleum prospecting, which came into force in April 2012.

The REF assessed different options for the location of ancillary infrastructure for the proposed activity, depending upon operational needs at the time of construction.

In response to comments on the REF by the OCSG and other regulatory agencies, a preferred activity report (PAR) was prepared. The PAR presented a description of the preferred activity, its methods and environmental assessment. Additional information requested by the OCSG, Environmental Protection Authority (EPA), Office of Environment and Heritage (OEH) and NSW Office of Water (NOW) about the preferred activity was also included. The PAR was submitted to the OCSG on 4 December 2013, as an addendum to the REF.

The Waukivory Pilot has undergone further consultation including with Gloucester Dialogue and Community Consultation Committee and further engineering review by AGL. As a result, AGL sought to update the description of the preferred activity (the Preferred Activity). A further addendum to the Review of Environmental Factors for the Waukivory Pilot Project (Further Addendum) was prepared to provide a description of the Preferred Activity so that it could be considered in the assessment of the application for the Waukivory Pilot under Part 5 of the EP&A Act. The Further Addendum was submitted to the OCSG on 5 June 2013.

Section 1.3 of the ESG2 guidelines provides guidance on effective consultation to identify potential impacts of a proposed activity. It provides that consultation must be considered with the parties listed in the ESG2 guidelines and recommends broader consultation than the recommended parties if the activity attracts significant community interest. Section 1.3 states:

The REF must describe (in relation to the proposed activity):

- details of any consultation already undertaken (including the results of that consultation)
- how the outcomes of the consultation influenced the design and management of the proposed activity
- ongoing consultation arrangements
- procedures for managing conflicts with stakeholders.

In preparing a REF, consultation must be considered with the following parties:

- local Councils
- adjoining, and/or affected, landholders

- adjoining, and/or affected, authorisation or title holders
- affected infrastructure authorities (electricity, telecommunications, water, pipeline, road, rail, port authorities etc.)
- relevant Government agencies
- local Aboriginal communities
- the general community.

If consultation has not been undertaken with any party identified above, the REF must include a justification as to why this has not occurred.

The level of consultation must be consistent with the scale and potential impacts of the activity. Larger activities or projects that have attracted significant community interest must undertake broader community consultation prior to submission of a REF.

In response to the interest shown by the community since the REF was submitted to the OCSG, and to continue to meet the requirements of the ESG2 guidelines for stakeholder consultation, AGL has, since it submitted the REF in September 2013, continued consultation for the Waukivory Pilot.

This report has been prepared to provide an updated summary of consultation for the Waukivory Pilot since the REF was submitted to the OCSG. It comprises:

- an introduction;
- a summary of the interest shown in the Waukivory Pilot since the REF was submitted, a summary of the parties (referred to in the ESG2 guidelines) who AGL has consulted with, the methods of consultation, issues discussed and outcomes of consultation;
- ongoing consultation arrangements which are in accordance with AGL's Gloucester Gas Project Community Consultation Plan, which is regularly updated;
- a record of consultation since September 2013; and
- details on stakeholder conflict management and protocols for complaint management.

## 2 Summary of consultation

The objectives of community consultation for the Gloucester Gas Project (GGP) is to provide clear, effective information on AGL's project and to engage in open dialogue by listening, recording and responding to issues where appropriate. The approach includes working with individuals and groups in the local community, as well as directly affected landowners.

AGL has conducted appropriate consultation with relevant parties (including those referred to in the ESG2 guidelines) to ensure that those potentially affected are informed about the Waukivory Pilot.

The Waukivory Pilot exists within a complex community environment. A detailed understanding of stakeholder concerns and interests recognises that issues related to the Waukivory Pilot cannot be separated from the broader coal seam gas industry and AGL's approach to development within the Gloucester region.

A comprehensive community consultation plan is in place to support the development of the REF in addition to the broader GGP. The community consultation plan has been developed to include:

1. identification of relevant stakeholders;
2. analysis of stakeholders' interests and potential impacts on stakeholders;
3. informing stakeholders of the proposed program of work;
4. notifying stakeholders of potential impacts;
5. establishing channels of communication;
6. providing feedback on how issues had been addressed; and
7. maintaining consultation records.

Further details about AGL's approach to consultation for the Waukivory Pilot are presented in the REF.

Since the REF was submitted to the OCSG there has been an increased level of community interest in the Waukivory Pilot. The key areas of interest were in relation to:

- potential impacts on the environment from fracture stimulation;
- potential impacts on property prices;
- water licensing, water management and the program for the Tiedmans Irrigation Program;
- operational matters such as the management of traffic movements and lighting;
- clarification of the environmental planning approval process;
- details of environmental management and monitoring plans; and
- the preferred activity and updates on changes relating to the Preferred Activity.

Since September 2013, the Waukivory Pilot has consulted with parties comprising:

- landowner and lessees;
- adjoining landowners;
- local councils including:
  - Gloucester Shire Council;
  - Dungog Shire Council;
  - Great Lakes Shire Council; and
  - Port Stephens Shire Council;
- Gloucester Community Consultation Committee (GCCC);
- Gloucester Dialogue;
- general community, land care groups, residents and activist groups;
- indigenous groups;
- NSW State and Commonwealth Government agencies; and
- Mid Coast Water.



A summary of consultation activities since the REF was submitted to the OCSG is presented in Table 2.1.

**Table 2.1 Summary of consultation activities**

Item	Summary
Project website: <a href="http://www.agl.com.au/gloucester">www.agl.com.au/gloucester</a>	Website includes regular project updates to keep all members of the community informed of current and planned future activities. A variety of project factsheets, including the irrigation program fact sheet and e news were issued since September 2013.
Project telephone line and email address: 1300 799 716 <a href="mailto:gloucester@agl.com.au">gloucester@agl.com.au</a>	The project telephone and answering is staffed 24 hours per day to respond to community enquiries. A dedicated email address continues to be operated and enables AGL to respond to community queries.
Online Engagement Site: <a href="http://www.YourSayAGL.com.au">www.YourSayAGL.com.au</a>	AGL has established the Your Say AGL website to facilitate two-way feedback with the community. This outreach tool is available to all interested members of the public to ask questions, make comments and learn more about the GGP and the Waukivory Pilot.
Gloucester office 22 Tate Street, Gloucester 02 6558 1166 Community relations manager	AGL's Gloucester office is in Gloucester and staffed by AGL personnel who are available to discuss and answer enquiries about the GGP and the Waukivory Pilot.
Community information sessions and fact sheets	AGL has a community relations manager dedicated to the GGP, whose role is to continue to communicate and engage relevant stakeholders throughout the project. AGL has taken a proactive approach to dispute resolution, in assigning key team members to liaise directly with landholders and adjacent residents. AGL team members work proactively with stakeholders to identify issues early, address issues in an appropriate and timely manner, and to keep the affected stakeholder informed throughout the resolution process.
Stakeholder meeting and project briefings	Community information sessions have been undertaken by AGL and will continue as requested by local community groups or organised by AGL to provide specific works program information. For example, AGL ran a stand at the Stroud Show and presented information to over 600 people about the GGP. In 2014, AGL conducted a telephone survey of the community to seek their views on the Waukivory Pilot. In addition, AGL regularly publishes fact sheets on matters of interest to the community such as fracture stimulation.
Stakeholder meeting and project briefings	Meetings with stakeholders include government agencies, indigenous groups, local community groups, Gloucester Resources and surrounding landowners. For example, a tour of the Tiedman Irrigation Program and the Waukivory Pilot was conducted for the OCSG, EPA and NOW in January 2014.

**Table 2.1 Summary of consultation activities**

Item	Summary
Site visits	AGL regularly arranges site visits to other AGL projects and to local project work activities for the GCCC, Gloucester Water Steering Committee, neighbours and interested members of the community. AGL has provided fracture stimulation fluid demonstrations during some of the site visits.
Communication materials	<p>Community updates –Information placed in local newspapers.</p> <p>Surrounding landowners were provided with written information which details the proposed location, duration and hours of operation of the pilot well testing activities.</p> <p>Contact details were provided to surrounding landowners to provide a direct form of contact to AGL in the event of a concern/impact during pilot well testing activities.</p> <p>Communication with Gloucester Resources regarding the proposed activity is governed by AGL’s access and compensation agreements with this landowner.</p>
GCCC	<p>The GCCC provides a direct line of communication to a number of community representatives and allows direct feedback to AGL as to community issues related to the GGP and to the Waukivory Pilot. This direct line of communication allows AGL to make informed decisions for its exploration activities that has regard for, and mitigates wherever possible, community concerns around the activity.</p> <p>GCCC members include local government, Mid Coast Water, local business, agriculture, industry, landowners, community groups and AGL. The GCCC meets every two months and minutes of these meetings are posted on AGL’s website.</p>
Gloucester Dialogue	<p>The Gloucester Dialogue was formed on 30 January 2014 and brings together community, industry and local and state government agencies to explore issues surrounding the exploration and extraction of coal seam gas in the Gloucester Basin. Chaired by the NSW Land and Water Commissioner, members of the Gloucester Dialogue include Gloucester Shire Councillors and officers, independent community members, senior AGL representatives and senior agency officers from the OCSG, NSW Division of Resources and Energy, EPA, NOW and NSW Department of Planning and Environment.</p>

Feedback from recent stakeholder consultation has been considered by AGL engineers in the review of the preferred activity and the resultant changes to the description of the preferred activity as described in the Further Addendum.

AGL continues to demonstrate a commitment to keeping surrounding landowners and relevant stakeholders informed about the project including presentation of technical study reports, management plans and changes to the description of the preferred activity, through participation in community meetings and publication of documentation on the project website.

As noted in Table 2.1, representatives of NSW State Government agencies including the OCSG, NOW and EPA were invited to the Waukivory Pilot and the Tiedmans Irrigation Program for an onsite briefing about

the Waukivory Pilot. The field day provided representatives from the OCSG, NOW and EPA with an opportunity to gain familiarity with the site and raise questions about proposed measures for the environmental management and monitoring of the Waukivory Pilot.



### 3 Ongoing consultation arrangements

As part of the GGP and Waukivory Pilot, AGL has developed a community consultation plan (the plan). The purpose of the plan is to guide AGL's current and ongoing engagement activities. The plan:

1. identifies relevant stakeholders;
2. analyses stakeholders' interests and potential impacts on stakeholders;
3. identifies ways of informing stakeholders of the proposed program of work;
4. identifies ways to notify stakeholders of potential impacts;
5. establishes channels of communication;
6. provides for feedback on how issues have been addressed;
7. addresses complaints management; and
8. addresses maintenance of consultation records.

The plan is a living document and is reviewed and updated as further information becomes available and as new stakeholders are identified.



## 4 Record of consultation

Table 2.1 provides a summary of consultation between AGL and key stakeholders to the Waukivory Pilot since September 2013. The table also summarises the matters that were discussed with key stakeholders and actions taken by AGL to resolve issues, including how the outcomes of the consultation influenced the Waukivory Pilot.





**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
<b>Landowner and lessees</b>				
	Between September 2013 and May 2014	AGL has consulted regularly with both the landowner and their lessees throughout the planning process and consultation remains ongoing.	<ul style="list-style-type: none"> <li>• The layout of the Waukivory Pilot;</li> <li>• planning for and location of pipelines;</li> <li>• heavy vehicle movements through the dairy shed and along roads;</li> <li>• vehicle movements during morning and evening milking period;</li> <li>• the location of a central flare;</li> <li>• the use of noise walls; and</li> <li>• directional lighting.</li> </ul>	<p>The layout of the wells and ancillary infrastructure has been developed with input from the landowner and their lessees.</p> <p>The following are resolutions to issues discussed:</p> <ul style="list-style-type: none"> <li>• pipelines to be located to minimise heavy vehicle movements through the dairy shed and along roads;</li> <li>• restrictions implemented on movements to avoid the morning and evening milking periods;</li> <li>• the location of a central flare at Waukivory 12; and</li> <li>• the use of noise walls and directional lighting.</li> </ul>
<b>Adjoining landowners</b>				
Local residents	19 May 2014	Letterbox drop	Drill rig movements.	No actions required
Fairbairns Road	16 May 2014	Outgoing phone call	Notification of rig movement along Fairbairns Road.	No actions required
Local residents	28 April 2014	Meeting	Met/spoke individually with number of residents to follow up from previous group meeting to discuss property values.	No action required
Local residents	8 April 2014	Meeting	Met with number of local residents to discuss Waukivory Pilot and understand their concerns including: <ul style="list-style-type: none"> <li>• property values; and</li> <li>• hydraulic fracturing.</li> </ul>	Telephoned to arrange a follow up one on one meetings..
	7 April 2014	Letterbox drop	AGL’s commitment to keep residents up-to-date on the GGP.	No actions required

**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
	7 April 2014	Meeting	<ul style="list-style-type: none"> <li>Project activities;</li> <li>traffic; and</li> <li>potential protest.</li> </ul>	Continue to provide specialised updates to adjoining landholders.
Forbesdale residents	6 April 2014	Doorknock	Project update	AGL will continue to keep residents up-to-date with project activities.
Forbesdale residents	2 April 2014	Meeting	<ul style="list-style-type: none"> <li>Traffic movements;</li> <li>timing of traffic; and</li> <li>impact on business.</li> </ul>	AGL will to continue to liaise with resident/small tourism business to minimise traffic noise while there are tour groups.
Forbesdale and local residents and residents who are directly affected	28 April 2014	Outgoing correspondence	Advising AGL will be completing work to close four small legacy exploration boreholes within the Forbesdale area.	No actions required
<b>Local government</b>	Note: The GCCC includes local government representatives from Dungog Shire Council, Gloucester Shire Council, Great Lakes Council and Port Stephens Council. The GCCC meets regularly and agenda and minutes are available on the AGL website.			
Chair of agricultural working group - sub group of the Gloucester Shire Council Economic Development Committee.	12 May 2014	Meeting	The availability of water and energy (gas and electricity).	No actions required
Mayor and Deputy Mayor	17 March 2014	Meeting	<ul style="list-style-type: none"> <li>Forbesdale residents' concerns.</li> <li>location of well sites; and</li> <li>property values.</li> </ul>	AGL provided exact location of well sites and copy of latest NSW Valuer General Report.
General Manager	10 March 2014	Meeting	<ul style="list-style-type: none"> <li>Socio-economic development opportunities; and</li> <li>project update on the Waukivory Pilot.</li> </ul>	No actions required
Councillor	4 February 2014	Incoming phone call	<ul style="list-style-type: none"> <li>Frustration on factual information on social media by those opposed to the project; and</li> </ul>	AGL increased community information and updates in regional papers to fortnightly compared to adhoc and included Gloucester

**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
			<ul style="list-style-type: none"> <li>concern over fracture stimulation associated with the Waukivory Pilot.</li> </ul>	<p>Advocate, Newcastle Herald, Wingham Chronicle and Manning River Times to increase information by AGL.</p> <p>AGL presented to local Rotary Club to provide information on GGP and hydraulic fracturing.</p> <p>No actions required</p>
Councillor	8 January 2014	Outgoing correspondence	Agenda and minutes of the Water Study Project Technical Steering Committee.	No actions required
	30 January 2014	Meeting	<ul style="list-style-type: none"> <li>Social licence;</li> <li>dialogue group opportunity for state government, local government and industry to come together to discuss concerns in the community raised due to the GGP;;and</li> <li>Waukivory Pilot.</li> </ul>	AGL commenced participation in the Gloucester Dialogue.
	19 November 2013	Outgoing correspondence	November media release on Tiedmans Irrigation Program and a copy of the November Hydraulic Fracturing advertising.	No actions required
	15 November 2013	Outgoing correspondence	Distribution of minutes and agenda from Water Study Project Technical Steering Committee meeting on 23 October 2013.	No actions required
Council's Director Planning & Environment	6 November 2013	Mike Moraza responded to correspondence	Waukivory Pilot REF	-
Councillor	8 October 2013	Outgoing correspondence	Response to Waukivory Pilot and plans to fracture stimulate four wells.	No actions required
Mayor and Council's General Manager	4 October 2013	Incoming correspondence	Fracture stimulation test	Arranged a meeting between AGL and councillors.
Mayor and General Manager	4 October 2013	Outgoing correspondence	Waukivory Pilot	AGL suggested a briefing session to Councillors and Council staff.
Councillor	3 October 2013	Incoming correspondence	Waukivory Pilot and plans to fracture stimulate four wells.	Group General Manager, Mike Moraza responded.
Mayor	25 September 2013	Outgoing correspondence -	GGP update	No actions required

**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
Mayor	20 September 2013	email distribution of community update		No actions required
	3 September 2013	Outgoing phone call Meeting	Update on lodgement of Waukivory REF. Signing of co-operation agreement between AGL & Council. Water Study Project including baseline study and produced water study. This agreement was a significant milestone in the relationship and collaboration between AGL and Gloucester Shire Council.	Council agreed to recruit an independent water scientist funded by AGL. The role of the scientist is to oversee water studies in the area.
<b>GCCC</b>		Note: GCCC membership in addition to AGL staff includes representatives from Lower Waukivory Residents Group, Dungog Shire Council, Community, Avon Valley Landcare, Gloucester Shire Council, Barrington Gloucester Stroud Preservation Alliance, The Gloucester Project, Great Lakes Council, Port Stephens Council, Mid Coast Water and Forster Aboriginal Lands Council. The GCCC meets regularly and agenda and minutes are available on the AGL website.		
	28 May 2014	Outgoing correspondence - community update	<ul style="list-style-type: none"> <li>Community update on project activities;</li> <li>Taree Rotary Club briefing session; AGL Upstream Gas' website revamp; Gloucester Dialogue; acting upon community feedback and increased water monitoring bores; and</li> <li>media release on recent partnership between AGL and Diary Connect.</li> </ul>	No actions required
	19 May 2014	Outgoing correspondence - email	Drill rig movements	No actions required
	7 May 2014	Outgoing correspondence	<ul style="list-style-type: none"> <li>Gloucester Newsletter.</li> <li>content included Agreed Principles of Land Access;</li> <li>gas supply from Gloucester only for NSW customers;</li> <li>coal seam gas production;</li> <li>Waukivory Pilot update; and</li> </ul>	No actions required

**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
	24 April 2014	Outgoing correspondence	<ul style="list-style-type: none"> <li>AGL in community.</li> </ul> Copy of correspondence from AGL to residents of Forbesdale Estate regarding project update.	No actions required
	17 April 2014	Meeting	AGL provided project update, water update and community engagement update.	No actions required
	16 April 2014	Outgoing correspondence	Copy of the media release providing notification of the three proposed changes to the Waukivory Pilot.	No actions required
	16 April 2014	Outgoing correspondence - email	<ul style="list-style-type: none"> <li>Actions from previous GCCC meeting;</li> <li>AGL provided link to soil and water report as reports are posted on AGL website; and</li> <li>AGL updated link to REF to make it easier to find.</li> </ul>	AGL provided link to soil and water report as reports are posted on AGL website. AGL updated link to REF to make it easier to find. AGL provided information on the management of potential spills as a result of exploration and operational activities at GCCC meeting on 19 June 2013.
	9 April 2014	Outgoing correspondence	E-news GGP update.	No actions required
	28 March 2014	Outgoing correspondence	E-news GGP update.	No actions required
	10 March 2014	Outgoing correspondence	A copy of AGL's response to Newcastle Herald article regarding disposal of waste water.	No actions required
	20 February 2014	GCCC meeting	<ul style="list-style-type: none"> <li>Plug and abandoning of wells; and</li> <li>groundwater monitoring program.</li> </ul>	No actions required
	18 February 2014	Outgoing correspondence	<ul style="list-style-type: none"> <li>GGP update; and</li> <li>Waukivory Pilot and associated stages.</li> </ul>	Continue to provide information on the fracture stimulation process.
	4 February 2014	Outgoing correspondence	<ul style="list-style-type: none"> <li>GGP community update;</li> <li>supplying natural gas to NSW;</li> <li>NSW Government staff visit of GGP; and</li> <li>working with the community.</li> </ul>	No actions required
	15 January 2014	Outgoing correspondence	<ul style="list-style-type: none"> <li>GGP community update;</li> </ul>	No actions required

**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
GCCC Chairman	12 December 2013	GCCC Meeting	<ul style="list-style-type: none"> <li>introduction of new Community Relations Manager; and</li> <li>Tiedmans Irrigation Program fact sheet.</li> <li>Waukivory Pilot;</li> <li>Tiedmans Irrigation Program;</li> <li>distances between wells</li> <li>P&amp;A wells;</li> <li>community engagement update; and</li> <li>fugitive emissions</li> </ul>	<p>AGL to provide report to GCCC following CSIRO review.</p> <p>Further technical details to be provided on work over rigs.</p>
	13 November 2013	Outgoing correspondence	Sent bioregional assessment document for distribution to GCCC members and asked if CCC members would like copies of Waukivory Pilot REF.	Chairman passed on the Bioregional Assessment document to GCCC members.
	31 October 2013 24 October 2013	Outgoing correspondence GCCC meeting	AGL’s quarterly water monitoring <ul style="list-style-type: none"> <li>FEED discussion;</li> <li>pipeline modification;</li> <li>pipeline construction plans.</li> </ul>	<p>No actions required</p> <p>Fugitive monitoring report published and available on the AGL website.</p>
GCCC Member	8 October 2013	Outgoing correspondence	Waukivory Pilot	No actions required
	3 October 2013	Incoming correspondence	<ul style="list-style-type: none"> <li>Waukivory Pilot;</li> <li>plans to fracture stimulate four wells; and</li> <li>lack of warning to CCC beforehand.</li> </ul>	-
	2 October 2013	Outgoing correspondence	Notification of advertisement in local newspapers regarding REF submission.	No actions required.
<b>General community</b>				
Gloucester High School	30 May 2014	Meeting with Principal	<ul style="list-style-type: none"> <li>Partnership projects such as the AGL funded Resilience Hub; and</li> <li>update on the Waukivory Pilot.</li> </ul>	No actions required

**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
Media	28 May 2014	Media release issued	<ul style="list-style-type: none"> <li>Water from irrigation program suitable for cattle and sheep consumption: expert report; and</li> <li>positive and high nutritional value fodder.</li> </ul>	Continue regional distribution of information on Waukivory Pilot.
Media	28 May 2014	Media release issued	<ul style="list-style-type: none"> <li>Another opportunity for agriculture and gas industry to coexist following an agreement between AGL and Dairy Connect;</li> <li>proposal of a new powdered milk factory in the Gloucester area;</li> <li>bolster local jobs and economy; and</li> <li>local gas supply dedicated to NSW customers only.</li> </ul>	Inviting dairy farmers to get together on 13 June to discuss and further develop next stages of agreement.
Gloucester residents	28 May 2014	Outgoing correspondence	Fracture stimulation	No actions required
Gloucester resident	21 May 2014	General discussions	Fracture stimulation associated with the Waukivory Pilot.	Monitor local opposition and concerns regarding fracture stimulation.
Gloucester resident	20 May 2014	Outgoing correspondence – email	General questions about coal seam gas and fracture stimulation.	Commitment to follow up on any further questions.
Rotary Club of Taree	19 May 2014	Presentation	GGP and coal seam gas.	AGL committed to hosting a site visit at a later date to be confirmed.
Barrington Gloucester Stroud Preservation Alliance	15 May 2014	Incoming correspondence - email	<ul style="list-style-type: none"> <li>The GGP; and</li> <li>local property prices.</li> </ul>	AGL responded to Alliance representative’s questions about activities and discussed recent NSW Valuer General Report findings.
Gloucester Rotary	14 May 2014	Formal meeting	Update on projects and community activities.	No actions required
Media	9 May 2014	Media release issued	<ul style="list-style-type: none"> <li>Welcoming NSW Valuer General’s study on coal seam gas activity and property values;</li> <li>report supports claims that coal seam gas operations have no discernible impact on property values; and</li> </ul>	Continue regional distribution of information on Waukivory Pilot.

**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
	7 May 2014	Outgoing correspondence - letterbox drop	<ul style="list-style-type: none"> <li>report consistent with two AGL commissioned RP Data reports analysing property sales in Camden, Hunter and Gloucester.</li> </ul>	No actions required
Forbesdale resident	28 April 2014	Outgoing correspondence	Property prices	AGL confirmed that the NSW Valuer General Report addresses this issue.
Media	28 March 2014	Media release issued	Land access agreement signed with farmers and NSW Government to provide assurances on gas operations.	
Stroud community	25 April 2014	Community event - Information stand and display at Stroud Show	General GGP information.	Over 600 people visited the information stand over the two days to learn more about the GGP and how to save energy in the home.
Media	24 April 2014	Media release issued	<ul style="list-style-type: none"> <li>AGL to close legacy drill holes in Forbesdale;</li> <li>part of a long-term strategy to safely rehabilitate past operations; and</li> <li>ensuring no safety risks are posed.</li> </ul>	Continue regional distribution of information on Waukivory Pilot.
	17 April 2014	Online engagement - YourSayAGL Question	Recent findings following local telephone survey.	AGL Community Team responded on 22 April 2014.  Response included recognition of members of the community who have questions and concerns about AGL's activities and a copy of the related AGL media release from the 2013 survey.
Media	16 April 2014	Media release issued	<ul style="list-style-type: none"> <li>Three modifications to Waukivory Pilot REF;</li> <li>replacing in-ground turkey's next dam; and</li> <li>result in fewer truck movements, improved leak detection and less visual improvements.</li> </ul>	Continue regional distribution of information on Waukivory Pilot.



**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
Media	9 April 2014	Media release issued	<ul style="list-style-type: none"> <li>Blended produced water continues to produce unchanged quality; and</li> <li>continued soil improvements.</li> </ul>	Continue regional distribution of information on Waukivory Pilot.
	9 April 2014	Outgoing correspondence – email	GGP e-news update.	No actions required
	9 April 2014	Outgoing correspondence - response to questions raised at the Gloucester Show.	Regarding questions about licensing and water.	No actions required
Gloucester community	5 April 2014	Community Event – Information stand and display at Gloucester Show	General GGP information.	Over 300 people visited the information stand and display to learn more about the GGP. Questions raised at the show were posted with answers online for all residents to see.
	28 March 2014	Outgoing correspondence – GGP community update	Waukivory Pilot	No actions required
Local resident	28 March 2014	Outgoing phone call	<ul style="list-style-type: none"> <li>Resident wrote a letter to the editor opposing fracture stimulation;</li> <li>resident was invited to meet with key AGL staff to discuss concerns further; and</li> <li>resident declined invitation.</li> </ul>	AGL invited him to the local show where AGL staff and representatives have an information stand and display, where questions can be answered and information provided.
	28 March 2014	Online engagement - YourSayAGL Question	Clarification sought on the differences between coal seam gas and coal mines.	AGL Community Team responded on 1 April clarifying the differences between coal seam gas and coal mining.
Barrington Gloucester Stroud Preservation Alliance	24 March 2014	Outgoing correspondence - email	Question asked about why an environmental impact statement was not required for the Waukivory Pilot.	No actions required
Media – Gloucester Radio Station	19 March 2014	Meeting	GGP and priorities for station.	No actions required
	19 March 2014	Online engagement - YourSayAGL Question	<ul style="list-style-type: none"> <li>Concerns about fracturing;</li> <li>impacts on local land and water; and</li> </ul>	AGL Community Team responded on 1 April 2014 clarifying the fracturing process and highlighting Camden operations for the past 13

**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
			<ul style="list-style-type: none"> <li>concerns about Santos' procedures that contaminated a QLD aquifer.</li> </ul>	<p>years.</p> <p>Continual monitoring has shown no adverse health or significant environmental impacts.</p> <p>Provided results to all water monitoring reports for Camden, Gloucester and Hunter.</p> <p>Also provided a video about the fracture stimulation process.</p>
	13 March 2014	Outgoing correspondence – GGP community update	GGP community update.	No actions required
Advance Gloucester	12 March 2014	Meeting	Update provided on GGP and Waukivory Pilot.	No actions required
Gloucester High School	6 March 2014	Meeting with Principal	<ul style="list-style-type: none"> <li>Key priorities and activities; and</li> <li>provide an AGL update on the GGP and Waukivory Pilot.</li> </ul>	No actions required
Gloucester Senior Citizens	3 March 2014	Meeting	<ul style="list-style-type: none"> <li>Waukivory Pilot; and</li> <li>positive feedback of AGL consultation in the community.</li> </ul>	No actions required
Gloucester Groundswell	28 February 2014	Introduction to Gloucester Groundswell President	<ul style="list-style-type: none"> <li>AGL made introductions to President when attending Gloucester Groundswell meeting; and</li> <li>President indicated no interest in talking to AGL.</li> </ul>	-
	28 February 2014	Outgoing correspondence – letter box drop of community newsletter	<ul style="list-style-type: none"> <li>Update on Waukivory Pilot activities; and</li> <li>introduce new Community Relations Manager.</li> </ul>	Two-way communication encouraged by AGL, including feedback mechanisms
Gloucester Hospital	26 February 2014	Meeting with Acting Director of Nursing	Updates provided on Waukivory Pilot, GGP and receive feedback.	No actions required
Local Government NSW	25 February 2014	Meeting	<ul style="list-style-type: none"> <li>Over view of upstream gas operations; and</li> <li>overview of the GGP and Waukivory</li> </ul>	No actions required

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Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
Dairy Farmers	21 February 2014	Site visit	<ul style="list-style-type: none"> <li>Pilot.</li> <li>Overview of GGP; and</li> <li>Tiedmans Irrigation Trail.</li> </ul>	
Local community stakeholders (business owners)	20 February 2014	Event – community stakeholders (approximately 30)	<ul style="list-style-type: none"> <li>Introduction of new community relations manager to the community; and</li> <li>AGL GM Upstream Gas provided a project update.</li> </ul>	General Manager Upstream Gas, Mike Moraza provided update on GGP including Waukivory Pilot.
Gloucester High School	20 February 2014	Meeting with Deputy Principal	<ul style="list-style-type: none"> <li>Project opportunities;</li> <li>overview of school priorities; and</li> <li>update on Waukivory Pilot.</li> </ul>	No actions required
Resident	18 February 2014	Outgoing correspondence - email	Concerned about fracture stimulation.	Response sent providing information to address concerns.
Resident	18 February 2014	Outgoing correspondence - email	Fracture stimulation.	Response sent providing information to address concerns.
	18 February 2014	Outgoing correspondence – e-news	<ul style="list-style-type: none"> <li>GGP update; and</li> <li>the Waukivory Pilot and the stages of this project.</li> </ul>	Continue to provide information on the fracture stimulation process.
Community member	11 February 2014	Outgoing correspondence – email	<ul style="list-style-type: none"> <li>Regarding flare enclosures; and</li> <li>emissions.</li> </ul>	AGL invited to arrange time to meet and discuss, community member to respond with availability. Resident did not want to meet.
Dairy Connect NSW	3 February 2014	Informal meeting with Chair	Site visit to Gloucester and irrigation program.	AGL to respond with possible dates for visit. Visit for Dairy Farmers occurred.
Community member	3 February 2014	Walk-in to office	<ul style="list-style-type: none"> <li>Request for more about the GGP including Waukivory Pilot;</li> <li>well lifespan;</li> <li>plug and abandonment of wells and rehabilitation;</li> <li>use of gas developed; and</li> <li>water.</li> </ul>	Update of the project was provided and specific questions answered which related to life of hole and what happens at the end, commitment to domestic supply, water concerns.

**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
Gloucester Public School	31 January 2014	Meeting with Deputy Principal	<ul style="list-style-type: none"> <li>Key priorities for school and opportunities for collaboration including Water Week activity in October and Bush Tucker Garden; and</li> <li>the status of the Waukivory Pilot.</li> </ul>	No actions required
Media	24 January 2014	Media release distributed	<ul style="list-style-type: none"> <li>Geophone monitoring of hydraulic fracturing using state-of-the-art equipment for Waukivory; and</li> <li>advanced technologies to protect the environment.</li> </ul>	Continue regional distribution of information on Waukivory Pilot.
Media	9 January 2014	Media release distributed	New Community Relations manager.	Continue regional distribution of information on Waukivory Pilot.
Media	9 January 2014	Media release distributed	<ul style="list-style-type: none"> <li>Gloucester underground gas pipeline to deliver more than 15 percent of NSW gas needs by 2018;</li> <li>land access needed from local landholders and compensation agreements; and</li> <li>pipeline construction to commence in early 2015.</li> </ul>	Continue regional distribution of information on Waukivory Pilot.
Media	27 November 2013	Media release distributed	<ul style="list-style-type: none"> <li>Gloucester survey results with more than half surveyed acknowledging community benefit; and</li> <li>working side by side with community. Proven track record in Camden for over 13 years.</li> </ul>	Continue regional distribution of information on Waukivory Pilot.
Media	23 November 2013	community update	Why are we hydraulically fracturing?	-
	21 November 2013	Site visit	<ul style="list-style-type: none"> <li>GGP;</li> <li>fracturing stimulation;</li> <li>Stratford to Tomago pipeline.</li> </ul>	-
Media	19 November 2013	Media release distributed	<ul style="list-style-type: none"> <li>Tiedmans Irrigation Program results in</li> </ul>	Continue regional distribution of information on

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Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
			<ul style="list-style-type: none"> <li>top crops for local farmers' livestock feed;</li> <li>supporting local farmers, desperate for livestock feed in drought;</li> <li>NSW increased requirements of gas supply by 2016; and</li> <li>Waukivory Pilot will assist in meeting NSW's gas demands.</li> </ul>	Waukivory Pilot.
Media	13 November 2013	Media article	Waukivory Pilot	No actions required
Sydney residents	13 November 2013	Incoming correspondence	<ul style="list-style-type: none"> <li>Request for a site visit; and</li> <li>briefing on the GGP and Waukivory Pilot Program.</li> </ul>	<p>AGL responded inviting them to site office and provide information and tour on Thursday 21 November.</p> <p>Gave a coal seam gas 101 at the office then took them to see the Tiedmans Irrigation Program and the storage dams at Tiedmans as well as Falkland 3. Provided a CD of the Phase 2 Water Report to read.</p>
Media	13 November 2013	Advertising - community update published Gloucester Advocate and Dungog Chronicle	Invitation to Waukivory Pilot Information Sessions.	No actions required. Informations sessions occurred in the week of 21 November.
Media	11 November 2013	Media release distributed	Waukivory Pilot	Continue regional distribution of information on Waukivory Pilot.
Media	6 November 2013	Advertising - community update published in Gloucester Advocate and Dungog Chronicle	<ul style="list-style-type: none"> <li>Waukivory Pilot information sessions; and</li> <li>expansion of water monitoring network.</li> </ul>	No actions required
	30 October 2013	Community update	<ul style="list-style-type: none"> <li>Notification of additional local traffic due to installation of new groundwater monitoring bore in Forbesdale; and</li> <li>Waukivory Pilot update;</li> </ul>	Continue to provide project updates and information on Waukivory Pilot.

**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
	23 October 2013	Community update – email distribution	<ul style="list-style-type: none"> <li>• update on pipeline to Tomago.</li> <li>• AGL continued to expand water monitoring bores;</li> <li>• four new bores recently installed;</li> <li>• what is hydraulic fracturing?; and</li> <li>• upcoming information sessions.</li> </ul>	Continue to provide project updates and information on Waukivory Pilot.
	21 October 2013	Outgoing correspondence – email newsletter	Waukivory Pilot and GGP update.	No actions required
Groundswell Gloucester	21 October 2013	AGL annual general meeting	Discussed concerns over Waukivory Pilot and fracture stimulation.	Continue to provide information and offer follow up meeting.
Media	16 October 2013	Advertising - community update published in Gloucester Advocate and Dungog Chronicle	Waukivory Pilot and community information sessions.	No actions required
	16 October 2013	Outgoing correspondence – email community update	Waukivory Pilot and community information sessions.	No actions required
Media	9 October 2013	Interview – Buckets Way radio	Interview between Paul Ashby and Bruce O’Connor regarding Waukivory Pilot.	No actions required
Member of Parliament	3 October 2013	Meeting with Stephen Bromhead MP	<ul style="list-style-type: none"> <li>• Waukivory Pilot;</li> <li>• recent media; and</li> <li>• community update.</li> </ul>	Provided a copy of media release regarding lodgement of the REF for Waukivory Pilot and the most recent community update.
Media	2 October 2013	Interview – ABC Radio Mid North Coast	Lodgement of REF for Waukivory Pilot. Mike Moraza interviewed by Michael Spooner.	No actions required
Member of Parliament	1 October 2013	Outgoing phone call - David Gillespie MP	Lodgement of Waukivory Pilot REF.	Offered a project briefing and tour of project activities and emailed media release.
Media	1 October 2013	Media release issued	<ul style="list-style-type: none"> <li>• Lodgement of Waukivory Pilot REF; and</li> <li>• distribution included Sydney Morning Herald, Australian Financial Review, The Australia, Newcastle Herald,</li> </ul>	Continue regional distribution of information on Waukivory Pilot.

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Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
Media	25 September 2013	Outgoing correspondence – email community update to distribution list	<p>Gloucester Advocate and Manning River Times.</p> <ul style="list-style-type: none"> <li>Waukivory Pilot REF; and</li> <li>expansion of water monitoring network.</li> </ul>	No actions required
	25 September 2013	Advertising - community update published in Gloucester Advocate and Dungog Chronicle	<ul style="list-style-type: none"> <li>Lodgement of Waukivory Pilot REF; and</li> <li>expansion of water monitoring network.</li> </ul>	No actions required
	21 September 2013	Community update	<ul style="list-style-type: none"> <li>Exploring for gas in Gloucester; and</li> <li>Waukivory Pilot update</li> </ul>	-
<b>Indigenous groups</b>		Note: Please refer to the Cultural Heritage section of the REF and supplements for additional information on consultation with Indigenous groups.		
	28 May 2014	Meeting with Gloucester Worimi First Peoples Aboriginal Corporation	<ul style="list-style-type: none"> <li>Community programs; and</li> <li>status update on the Waukivory Pilot.</li> </ul>	AGL invited to attend Aboriginal Education Consultative Group meeting on the 10 June.
<b>Government agencies</b>				
NOW	19 December 2013	Outgoing correspondence - email from AGL Hydrogeology team	Amended bore licence applications for the Waukivory Fracture Stimulation and Flow Testing Program.	No actions required
	15 November 2013	Incoming correspondence	Outlining information and actions taken meeting held on 2 October 2013.	AGL to forward applications for WK11, WK12, WK13, WK14
	10 October 2013	Site visit	Visit by NOW and members and ministerial staffers to Gloucester.	No actions required
EPA	15 January 2014	Outgoing correspondence	<p>Note: AGL has met or discussed with EPA representatives at least four times since January 2014 to discuss Environmental Protection Licence, Tiedmans Irrigation Program and Waukivory Pilot.</p> <ul style="list-style-type: none"> <li>Confirmation of site visit to Tiedmans Irrigation Program and the Waukivory Pilot for 24 January 2014; and</li> <li>intended agenda/itinerary included and open for discussion.</li> </ul>	-

**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
	13 January 2014	Outgoing phone call - between AGL Head of Land and Approvals and EPA	<ul style="list-style-type: none"> <li>GGP site visit;</li> <li>Tiedmans Irrigation Program; and</li> <li>proposed fracture stimulations locations.</li> </ul>	Confirmed date and attendees.
OCSG		Note: AGL meets regularly with OCSG on a range of matters, including the Waukivory Pilot.		
	19 November 2013	Meeting	Address concerns on a few issues prior to REF approval.	AGL will develop a Trigger Action Response Plan.
	7 November 2013	Incoming correspondence from OCSG	Request for further information from OEH and NOW letters regarding the Waukivory Pilot REF.	AGL response to provide additional information relating to flood impacts and mitigation and outline how this has been considered in the REF.
	6 November 2013	Incoming correspondence from OCSG	Request from OCSG regarding EPA response regarding the REF for the Waukivory Pilot requesting further information.	AGL responded to EPA questions and provided a comparative assessment of the requirements of the NSW Road Noise Policy vs the Environmental Criteria for Road Traffic Noise.
	31 October 2013	Outgoing phone call	Notification to AGL of requests from EPA and NOW for additional information on regulatory issues/requirements Waukivory Pilot REF.	No actions required
	25 October 2013	Incoming correspondence from OCSG	Request from OCSG for additional information on Waukivory Pilot REF, enabling finalisation of the assessment of the Waukivory Pilot.	No actions required
	21 October 2013	Incoming correspondence from OCSG	OCSG confirmed meeting on 24 October 2013 at well Wk 11.	No actions required
	10 October 2013	Site visit	Overview of operations.	No actions required
Department of Resources and Energy (DRE)	13 March 2014	Meeting with DRE	Provide project update and consultation on GGP including Waukivory Pilot.	No actions required
Department of Primary Industries (DPI)	7 March 2014	Outgoing correspondence- to DPI (Fisheries)	Regarding endorsement email for the baseline water monitory program.	Soil and water management plan for the amended pipeline route is deemed adequate by Fisheries NSW.



**Table 4.1 Record of relevant consultation from September 2013 to May 2014**

Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
	31 January 2014	Incoming correspondence - email received from DPI (Fisheries)	Request for further information on the scope of AGL's proposed surface and groundwater monitoring in ASS areas.	AGL to respond with scope.
	20 January 2014	Meeting with DPI (Fisheries)	Preparation of soil and water management plan, and baseline water quality monitoring.	AGL organised meeting between AGL and DPI (Fisheries) to discuss scope.
	19 December 2013	Outgoing correspondence - email from AGL (hydrogeology team)	Regarding amended bore licence applications for the Waukivory Fracture Stimulation and Flow Testing Program.	No actions required
Commonwealth Department of Sustainability, Environment, Water, Population and Communities (SEWPaC)	10 December 2013	Outgoing correspondence from AGL Land and Approvals Head to the then SEWPaC	Waukivory Pilot - Addendum to the REF. Advised that AGL has lodged an addendum with the OCSG.	No actions required
SEWPaC	18 October 2013	Incoming correspondence	Thanking AGL for its time on Waukivory Pilot.	AGL advised follow up with schedule and expectations regarding report/plan and approvals for GGP.
SEWPaC	18 October 2013	Meeting	<ul style="list-style-type: none"> <li>• Waukivory Pilot;</li> <li>• provided an overview of the activity;</li> <li>• discussed the environmental assessment;</li> <li>• explained there are no matters of national environmental significance issues; and</li> <li>• described the water aspects of activity.</li> </ul>	Provided aerial photos of well locations, provided REF, and executive summary.
<b>Gloucester Dialogue</b>		Note: The Gloucester Dialogue membership in addition to AGL staff includes representatives from: Gloucester Shire Council, OCSG, NSW Department of Resources and Energy, EPA, NSW Planning and Infrastructure and NOW. The Dialogue examine issues related to existing and possible coal seam gas extraction in the Gloucester Basin and the potential impacts and benefits of such resource uses on the social, economic and environmental attributes of the area.		
	19 May 2014	Outgoing correspondence	Advising of drill rig movements.	No actions required

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Key stakeholders	Details	Consultation methods	Issues discussed	Resolution / Actions
	14 May 2014	Outgoing correspondence - email	Gloucester Dialogue communiqué.	No actions required
	6 May 2014	Meeting	<ul style="list-style-type: none"> <li>• Irrigation program, fodder results;</li> <li>• presentation on community research results by Jetty Research; and</li> <li>• Dairy Connect presentation by Mike Logan.</li> </ul>	Communiqué produced which is published in the Gloucester Advocate and Dungog Chronicle newspapers and available on the DRE website. The Communiqué lists the questions that have been raised by the community through the Dialogue and the responses to these questions by representatives of the Dialogue.
	16 April 2014	Outgoing correspondence	Shared media release on proposed changes to the Waukivory Pilot.	No actions required.
	14 April 2014	Outgoing correspondence	Notification to the Dialogue that the proposed changes to the Waukivory Pilot have been made public.	No actions required.
	8 April 2014	Meeting	<ul style="list-style-type: none"> <li>• Update on the Waukivory Pilot; and</li> <li>• feedback on community aspirations, council's values.</li> </ul>	Communiqué produced.
	17 March 2014	Meeting	<ul style="list-style-type: none"> <li>• Discussion on Medical Journal; and</li> <li>• disposal of Water.</li> </ul>	Communiqué produced.
<b>Mid Coast Water</b>				
	19 November 2013	Outgoing correspondence	November media release on Tiedmans Irrigation Program and copy of the Hydraulic Fracturing advert (Nov 13).	No actions required.
	19 November 2013	Meeting	Briefing on Waukivory Pilot and water studies.	No actions required.

Consultation has been carried out with wastewater treatment and disposal facilities. The Waukivory Pilot is not expected to impact on infrastructure authorities, ie electricity, telecommunications, port, rail, etc, other than those listed above. Therefore no direct consultation with other authorities has been undertaken to date.

## 5 Procedures for managing conflict

Sections 2.5.6 and 2.5.7 of REF describes AGL's approach to stakeholder conflict management and protocols for complaint management. AGL has continued to adopt this approach and protocols to managing any conflicts relating to the Waukivory Pilot.

AGL's approach to conflict management is to engage with stakeholders with a view to identifying any potential conflicts at an early stage that can be incorporated into the design to mitigate any impacts. To enable early intervention with regard to community concern, AGL:

- empowers team members to respond to community enquiries and resolve concerns and complaints. AGL will strive to resolve all community enquiries or update the complainant as quickly as possible;
- ensure a consistent approach to stakeholder engagement across the GGP; and
- encourages team members to address community concerns which could lead to delays in the project timeline.

AGL provides a range of avenues for the community to comment or raise any concerns with the GGP through information sessions, the GCCC, the Gloucester Dialogue, website and newsletter updates and the community hotline.

The following protocols have been implemented by AGL for processing and managing enquiries and complaints on the GGP:

- complaint or enquiry is received from one of the communication forums employed by AGL;
- enquiry or complaint is recorded and logged;
- details recorded to include time and date of call/ email received, contact name, phone number, nature of enquiry/complaint and any response given;
- access and investigate complain/ issue – escalate if unable to resolve;
- finalise the complaint and update records – close out complaint/enquiry and record all communications and responses; and
- report outcomes/issues/responses in monthly report to AGL project team.







[www.emgamm.com](http://www.emgamm.com)

**SYDNEY**  
Ground Floor, Suite 1, 20 Chandos Street  
St Leonards NSW 2065  
T 02 9493 9500 F 02 9493 9599

**NEWCASTLE**  
Level 5, 21 Bolton Street  
Newcastle NSW 2300  
T 02 4927 0506 F 02 4926 1312

**BRISBANE**  
Suite 1, Level 4, 87 Wickham Terrace  
Spring Hill Queensland 4000  
T 07 3839 1800 F 07 3839 1866